

# United Arab Emirates Jobs Expertini®

## Front Office Team Leader (Residences) - Conrad Abu Dhabi Etihad Towers

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Company: Hilton Worldwide, Inc.

Location: abu dhabi

Category: other-general

Job DescriptionJob Number:Front Office Team Leader (Residences) - Conrad Abu Dhabi Etihad Towers(Job Number:HOT0AFPR)Work LocationsWork Locations:Conrad Abu Dhabi Etihad TowersEtihad Towers West CornicheAbu DhabiWhat will I be doing?A Front Office Team Leader (Residences) is responsible for managing the first impressions of our resident Guests and, therefore, must perform the following tasks to the highest standards:Serve as a key point of contact for resident Guests and efficiently respond to resident Guest enquiriesProvide information, advice and booking services for a wide variety of resident Guest enquiries, including city tours, theatre tickets, restaurants, doctors, flight bookings, among othersProcess and deliver messages for resident GuestsDeliver and safely storage resident Guest luggagePlan, organise and control the daily operations of the Concierge Desk to ensure the smooth operation of departmentStay current with all hotel services as well as daily VIP requests and special eventsRepresent the needs of the Team to others in the hotelEnsure orderliness and safety guidelines around the lobby and front door areasProvide support to Management as required, in cases of emergencyProject a professional manner with an emphasis on hospitality and Guest serviceMaintain a clean, healthy, and safety working areaAct in accordance with policies and procedures when working with front of house equipment and property management systemsWhat are we looking for?To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:Positive attitude and good communication skillsCommitment to delivering a high level of customer serviceFlexibility to respond to a variety of different work situationsAbility to work on your own and as part of a teamKnowledge of the local areaPrevious experience managing a

teamIt would be advantageous in this position for you to demonstrate the following capabilities and distinctions:Previous experience working in reception in a hotel environmentWhat will it be like to work for Hilton?Hilton is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For over a century, Hilton has offered business and leisure travelers the finest in accommodations, service, amenities and value. Hilton is dedicated to continuing its tradition of providing exceptional guest experiences across its global brands . Our vision “to fill the earth with the light and warmth of hospitality” unites us as a team to create remarkable hospitality experiences around the world every day. And, our amazing Team Members are at the heart of it all! JobJob:Guest Services, Operations, and Front Office

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